



Job Description

JOB TITLE: Careers Adviser (Adults)

POST NUMBER: BD81

SALARY RANGE: Level 4: £21000 (fixed)
Level 3: £19000 (fixed)

- 10% bonus for achievement of individual monthly target
- 10% bonus for achievement of team monthly target

GRADE: 4

REPORTS TO: Adult Guidance Manager

LOCATION: TBC

LEVEL OF DISCLOSURE: Enhanced

Job Purpose

1. To provide personalised support responding to individual needs of customers;
2. To assist customers to achieve a positive progression in to designated outcomes;
3. To take responsibility for diagnosing individual need, ensuring an individual has access to appropriate services;
4. To provide continuity and support for any transition between services in the case of referral;
5. To arrange handovers to appropriate agencies including the sharing of customer information and history to help track and support customer journeys as applicable;
6. To deliver an expert and impartial service to all customers supported by professional information and advice on careers, skills and training opportunities.

Key Tasks and Responsibilities

1. To complete a fully word processed skills action plan for all customers drawing on skills assessment, that is agreed by the customer and focuses on progress and outcomes in the short, medium and longer term;

2. To refer customers to learning and skills provision, specialist provision, other support to help overcome barriers to entering learning, entering sustainable employment and progressing in life;
3. To support customers to develop their own skills;
4. To ensure customers have access to up to date Labour Market Information to support them to make informed career choices;
5. To provide personal skills assessment for all customers to National service standards;
6. To provide detailed careers information and advice and information about the qualifications and skills required for roles, advice on funding options, advice on returning to work, and advice on childcare;
7. To ensure close partnership working between Next Step and Jobcentre Plus and other appropriate agencies, based on a clear understanding of the respective roles and responsibilities of the two services which will ensure a shared commitment to supporting sustainable employment with progression;
8. To provide services in outreach venues to ensure customers have access to services across the area at suitable times ;
9. To provide information to customers to raise awareness of an individual's potential entitlements to public funding to support learning;
10. To achieve a minimum service user satisfaction rating of 95%;
11. To accurately input client data from advice sessions onto the national CRM system;
12. To develop and maintain links with key stakeholders, in conjunction with local line managers, to promote and provide the service to customers;
13. To ensure referral to and from a wide range of relevant and specialist services and agencies (including appropriate websites) such as the Citizens Advice Bureau, housing associations, debt advice agencies, community legal advice, colleges;
14. To negotiate and review with your line manager personal objectives, outcomes and training needs within the staff performance, appraisal and development scheme and take responsibility for personal professional development;

15. To ensure that all company policies and procedures including equal opportunities and health and safety policies and procedures are adhered to at all times;
16. To optimise the use of ICT within the role;
17. To adhere to the company policy of commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults and to ensure that safeguarding arrangements are in place and are complied with.

Performance Indicators

The Line Manager will set performance indicators for the postholder. The standards from which the performance indicators will be derived are:

- Achieve of work outputs.
- Compliance with quality management systems.
- Contribution to the achievement and retention of Investors in People status.
- Client and customer satisfaction rates.

Person Specification
Careers Adviser (Adults)

Qualifications and Training	Essential	Desirable
Level 4 entrants NVQ 4 level 4 Advice and Guidance, LDSS or DipCG or equivalent level qualification relating to working with adults in an education or training capacity.	✓	
Level 3 entrants - NVQ level 4 Advice and Guidance units 3, 5, 6, 7		✓
Relevant qualification and experience include working in one or more of the following: <ul style="list-style-type: none"> - Youth and Community Work - Social Work - Information, Advice and Guidance - Careers Guidance - Coaching and mentoring - Teaching 	✓	
Commitment to training and personal professional development - N.B. successful applicants will be required to undertake NVQ 4 in Advice and Guidance as well as other IAG/ Connexions related mandatory training during their employment	✓	
Experience	Essential	Desirable
Experience of working with adults	✓	
Experience of networking with other agencies within the public, private or voluntary sector	✓	
Experience of working with target groups in the workplace	✓	
Experience of engaging with employers new to IAG	✓	
Experience of working as part of a team / on your own	✓	
Experience of working on a 1-to-1 Basis	✓	
To be aware of the principles of the data protection legislation and IAG codes of practice covering equal opportunities and anti-discriminatory practice.	✓	

Knowledge of issues facing people with low qualifications	✓	
Experience of working with people in the IAG target group.		✓
Experience of preparing action plans and supportive referrals		✓
Experience of networking with other agencies within the public and voluntary sector		✓
Experience of providing group work sessions		✓
Experience of negotiating with a range of people		✓
Knowledge of equal opportunities and anti-discrimination practice		✓
Basic understanding of the opportunity structure available to adults		✓
Skills and Knowledge	Essential	Desirable
Excellent communication skills with ability to engage with a wide range of people from a wide range of backgrounds	✓	
Ability to maintain records and provide written reports	✓	
Ability to assess needs of people using a range of methods/assessment tools	✓	
Ability to manage own workload / time management skills and ability to prioritise work	✓	
Ability to develop and maintain working relationships with clients and key stakeholders.	✓	
Ability to follow policies and procedures	✓	
Ability to work in a positive and collaborative way with partner organisations	✓	
Ability to work in non-judgemental way	✓	
Ability to review and evaluate own work performance	✓	
Proven ability to use ICT (e.g. word processing, spreadsheets, presentation software and databases) to extract and present information	✓	
Understanding of the aims and objectives of the IAG/Connexions Service	✓	
Demonstrate ability to work as a team and on own initiative to meet targets and deadlines	✓	

Ability to use your own initiative	✓	
Ability to provide group work sessions	✓	
Ability to set SMART objectives		✓
Disposition and Motivation	Essential	Desirable
Demonstrate flexibility and responsiveness to change.	✓	
Willing and able to undertake work in a variety of settings.	✓	
Proven ability to be self motivated in the achievement of targets and meeting deadlines	✓	
Commitment to continuous professional development of self to maximise skills/experience.	✓	
Understanding of and commitment to equal opportunities.	✓	
Job Circumstances	Essential	Desirable
Ability to cope with the duties and responsibilities of the post and the associated working environment	✓	
Ability to travel to carry out this job	✓	